

FINAL INSPECTION REPORT
Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: December 20, 2016	Name of Inspector: Michele Davidson
Inspection Type: Mandatory Reporting Inspection	
Licensee: HCN-Revera Lessee (Kingsway) LP / 55 Standish Court, Mississauga, ON L5R 4B2 (the "Licensee")	
Retirement Home: Kingsway / 4251 Dundas Street , Etobicoke, ON M8X 2Z5 (the "home")	
Licence Number: T0423	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p>Inspection Finding</p> <p>The staff did not follow their policy. Specifically, staff noted an incident of abuse between residents, but neglected to notify management as required by the Licensee's policy on Resident Non-Abuse and the Retirement Homes Act.</p>
<p>Outcome</p> <p>The Licensee submitted plan to achieve compliance by February 28, 2017. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p>(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p>

- (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

Inspection Finding

The Licensee assessed and identified responsive behaviours. However, there was no evidence of the implementation of techniques, strategies, and monitoring of the resident to address, prevent and intervene in the negative behaviours displayed.

Outcome


The Licensee submitted plan to achieve compliance by February 28, 2017. RHRA to confirm compliance by inspection.

NOTICE

The Final Inspection Report is being provided to the Licensee, the Registrar of the Retirement Homes Regulatory Authority (the "RHRA") and the home's Residents' Council, if any.

Section 55 of the RHA requires that the Final Inspection Report be posted in the home in a conspicuous and easily accessible location. In addition, the Licensee must ensure that copies of every Final Inspection Report from the previous two (2) years are made available in the Home, in an easily accessible location.

The Registrar's copy of the Final Inspection Report, as it appears here, will be included on the RHRA Public Register, available online at <http://rhra.ca/en/register/>

Signature of Inspector 	Date February 2, 2017
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